Phaser® 5500

XEROX®

Technology | Document Management | Consulting Services

tabloid laser printer

Phaser 5500 Evaluator Guide

ABOUT THIS GUIDE

This guide will introduce you to the Xerox Phaser 5500 Laser Printer, and help you in your printer evaluation process.

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This guide was printed entirely on a Xerox Phaser Color Printer.

SECTION 1

Introducing the Xerox Phaser® 5500 Laser Printer

PRODUCT OVERVIEW

Xerox Phaser printers have proven themselves able to provide the high print speeds necessary for today's business users, while at the same time maintaining high reliability. Now, the Xerox Phaser® 5500 laser printer combines both high speed and superior reliability with low cost of ownership – all in one printer.

The Xerox Phaser 5500 laser printer will be of particular interest to users who require:

- High monthly print volumes, usually in excess of 10,000 pages-per-month
- Short time frames, requiring certain jobs to be printed very quickly
- Complex print jobs requiring multiple paper trays, a variety of media sizes and stacking or finishing capability

Productivity

The Phaser 5500 prints at 50 pages-per-minute (ppm) or 50 impressions-per-minute (ipm) when printing two-sided (duplex). First-page-out time is as fast as 7 seconds. With 128 MB of memory and a 500 MHz RISC processor, even complex jobs begin printing right away. The Phaser 5500 is the only printer in its class to deliver true 1200 x 1200 dpi jobs printed at full engine speed.

Production level paper handling offers superior flexibility for complex applications. From 1100-sheet basic capacity (2-tray plus MPT) up to 4100-sheets fully configured (six input sources), the Phaser 5500 provides the widest range of paper input.

The standard 500-sheet facedown output tray can be supplemented with a 3500-sheet Stacker or a 3500-sheet Finisher for high volume requirements.

Reliability

You can be assured that this is a product that can go the distance for a very long time. The Phaser 5500 boasts a life of 3 Million impressions, and Xerox is the only manufacturer to publish engine life specifications. The Phaser 5500 comes with a One Year On-site Warranty plus the Xerox Total Satisfaction Guarantee. Such a highly reliable print engine also means that extended service contracts are available at very reasonable prices.

Cost of Ownership

Low initial cost, low price-per-page, and low service pricing all add up to one of the lowest cost-of-ownership models available.

Configurations

PHASER 5500B FEATURE SET

The Phaser 5500B comes with many performance and productivity features standard:

- 50 ppm print speed
- 500 MHz RISC processor
- 128 MB memory
- True 1200 dpi resolution and 600 dpi mode
- Two 500-sheet Universal Paper trays (handle up to 11 x 17")
- One 100-sheet Multi-purpose tray
- USB 2.0 and Parallel connectivity
- Simple Phaser Installation
- N-Up printing
- Watermarks
- Separation Pages
- Cover Sheets
- RAM collation
- Toner Tracking
- One-year on-site warranty
- Xerox Total Satisfaction Guarantee

PHASER 5500N FEATURE SET

*The Phaser 5500N comes with all the features of the Phaser 5500B **plus**:*

- 10/100BaseTX Ethernet connectivity
- CentreWare Internet Services (embedded web server)
- PrintingScout
- Job Pipelining
- Remote Printing
- E-mail Alerts
- Usage analysis tool
- Job accounting
- PhaserSMART®
- Intelligent trays

PHASER 5500DN FEATURE SET

*The Phaser 5500DN comes with all the features of the Phaser 5500N **plus**:*

- Automatic two-sided (duplex) printing (maintains 50 impressions [sides] per-minute)
- Booklet printing

PHASER 5500DT FEATURE SET

*The Phaser 5500DT comes with all the features of the Phaser 5500DN **plus**:*

- 1000-sheet feeder – consisting of two 500-sheet Universal Trays (handles up to 11 x 17") (total capacity up to 2100-sheets)

PHASER 5500DX FEATURE SET

*The Phaser 5500DX comes with all the features of the Phaser 5500DT **plus**:*

- An additional 128 MB of memory for 256 MB total
- An additional 2000-sheet high capacity feeder (Letter/A4 size) (total capacity up to 4100-sheets)
- A 3500-sheet Finisher with stapling and hole punch capabilities
- 20 GB Hard Disk
- Extended Features: Saved Job Printing, Secure Printing, Proof Printing, Direct PDF Printing, PhaserHD, Extended font/form storage

SECTION 2

Evaluating Laser Printers

The high-end of monochrome network printing demands exceptional productivity and reliability. This is often referred to as the "departmental segment", where users require high-performance printers with support for the broadest array of paper sizes, including A3 (11 x 17"). The Phaser 5500 addresses the most important Customer Requirements in this segment:

- **Performance**
- **Reliability**
- **Total Cost of Ownership**

This section of the Evaluator Guide will look at each of these areas, suggest ways you can evaluate a printer's performance against that requirement, and explain how the Phaser 5500 exceeds the customer requirements of departmental laser printers on all counts.

EVALUATE PRODUCTIVITY

To handle departmental levels of activity a printer has to be fast, not just in print engine specs but in real world use. Consider first-page-out-time, engine speed including high-resolution printing speed and duplex printing speed to get a true picture of real-world throughput capabilities.

Consider the power behind the speed. Is the processor fast enough to RIP jobs quickly and get them to the print engine without delay? Is the memory sufficient for departmental workloads? Is it able to handle long printing queues while maintaining performance?

Consider capacities. Are the paper input and output capabilities sufficient for the departmental demands of many multiple users? Are there finishing options to provide distribution-ready documents without slowing down the entire process?

THE XEROX ADVANTAGE

HOW THE PHASER 5500 EXCEEDS THE PRODUCTIVITY REQUIREMENT

Speed.
At 50 pages-per-minute (ppm), the Phaser 5500 will match the speed of the major competitors but will exceed those products in total printing performance. The ability to maintain 100% throughput when printing in Duplex mode is a significant plus in this environment. With a first Page Out Time (FPOT) as fast as 7 seconds, the Phaser 5500 gets your print job going fast.

Power.
The Phaser 5500 provides a standard memory of 128MB even on the base model, which is at least double what the competition currently offers. That plus superb controller performance with a 500 MHz RISC processor, allows the Phaser 5500 to print true 1200 x 1200 dpi jobs at full engine speed. This is something that no competitor can do. The large memory also supports RAM collation for multi-set jobs, without a hard drive.

Capacity.
The Phaser 5500 has production level paper handling that offers end-users superior flexibility for complex applications. The basic configuration comes with three paper sources: two Universal Trays (variable sizes up to 11 x 17") handling up to 500 sheets each, and one Bypass tray with a capacity of up to 100 sheets (or 10 envelopes). You can add a 1000-sheet feeder with two additional 500-sheet Universal Trays, and a separate 2000-sheet feeder that handles letter/A4 paper for a total of 4100-sheets of fast, high-volume printing. (The 1000-sheet feeder is required before the 2000-sheet feeder can be added.)

The Phaser 5500 comes standard with a 500-sheet facedown output tray. For high volume stacking requirements, you have two options: A 3500-sheet Stacker or a 3500-sheet Finisher, which adds stapling and hole punching capabilities.

EVALUATE RELIABILITY

The volume demands on a departmental printer can be very high. Consider the life expectancy of a printer as well as its peak volume capability

Consider uptime. Does the printer provide warnings for low supplies or other potential productivity blockers? Are there intelligent alternatives to a service call? How easy is it to replace are the routine maintenance items such as the imaging drum and fuser?

Finally, look at how the manufacturer stands behind the product. Can you be sure you'll get satisfaction?

THE XEROX ADVANTAGE

HOW THE PHASER 5500 EXCEEDS THE RELIABILITY REQUIREMENT:

Volume.
The Phaser 5500 boasts an engine life of 3 Million impressions with no limit on annual printing capability. Some competitors limit annual prints on warranty or service contracts. You can be assured that this is a product that can go the distance for a very long time. This is the kind of durability that business users are looking for.

When you send a document to the Phaser 5500, PrintingScout will instantly send you an on-screen alert if the printer needs attention, and it provides helpful text and graphics about how to fix it. This way, you'll go to the printer completely prepared - no surprises. And no other printer on the market can do this.

For more involved situations, the PhaserSMART remote diagnostic tool is an automated, Internet-based support system. It uses your web browser to send diagnostic information from your printer to the Xerox web site for analysis. You can access PhaserSMART directly from a PrintingScout alert or from the printer driver. PhaserSMART remote diagnostic tool examines the information, diagnoses the problem, and proposes a solution. If the problem is not resolved with the solution, PhaserSMART remote diagnostic tool assists you in opening a priorityService Request with Xerox Customer Support, or lets you choose a local Authorized Service Provider.

Warranty.
The Phaser 5500 comes with a One Year On-site Warranty plus the exclusive Xerox Total Satisfaction Guarantee. The highly reliable engine also means that extended Service Contracts are available at very reasonable prices.

EVALUATE COST-OF-OWNERSHIP

Initial cost of a printer is just one part of what your costs will be over the life of the printer. Consider cost-per-page. Even fractions of a penny per page add up when you're considering printing millions of pages over time.

Consider service costs. Being able to budget your future service expenses is helpful, and buying an Extended Service Agreement for a low fixed cost just makes good business sense.

THE XEROX ADVANTAGE

HOW THE PHASER 5500 EXCEEDS THE COST-OF-OWNERSHIP REQUIREMENT:

In addition to the breakthrough price for a printer of this class, Xerox has re-engineered the consumables design to ensure that you get maximum value from your operating expenses. By separating the toner cartridge from the imaging drum, each can be used to their maximum capacity. No more discarding a half-used imaging drum just because the toner ran out. The result is a lower cost per page.

And due to its impressive reliability, Extended Service Agreement pricing has been set at very affordable levels.

The combination of a low initial price and low cost per page, means the Phaser 5500 is a Total Cost of Ownership leader for this class of printer.

Section 3

Configurations, Specifications, Part Numbers, etc.

COMPETITIVE COMPARISON

	PHASER 5500N	HP LASERJET 9050n	HP LASERJET 8150n	KYOCERA FS-9520DN
Price (ERP)	$2,999	$3,399	$2,449	$ 3,999
PERFORMANCE				
Speed	50 ppm	50 ppm	32 ppm	51 ppm
First Page Out	as fast as 7 seconds	8 sec	17 sec	5 sec
Processor	500 MHz	533 MHz	250 MHz	500 MHz
Language Support	Adobe PostScript3, PCL6/PCL5e emulation	HP PCL6/PCL5e, PostScript3 emulation	HP PCL6/PCL5e, PostScript3 emulation	PCL6/PCL5e emulation PostScript3 emulation PRESCRIBE, IBM ProPrinter, Epson, Diablo
Memory	128 MB	64 MB	32 MB	64 MB
Hard Disk	Optional 20 GB	Optional 5 GB	Optional 3.2 GB	Optional 20 GB
Maximum Duty Cycle	300,000	300,000	150,000	300,000
Engine Life	3.0 Million impressions	Not disclosed	Not disclosed	Not disclosed
PRINT QUALITY				
Maximum Resolution (dpi)	1200 x 1200	1200 x 600	1200 x 600	2400 x 600
Default Resolution	600 x 600	600 x 600	600 x 600	600 x 600
PAPER HANDLING				
Duplex (Two-sided printing)	Optional	Optional	Optional	Standard
Standard Paper Input	2 x 500, 100 MPT	2 x 500, 100 MPT	2 x 500, 100 MPT	2 x 500, 200 MPT
Max Paper Input	4,100 sheets	3,100 sheets	3,100 sheets	4,200 sheets
Standard Paper Output	500 face-down	500 face-down 100 face-up	500 face-down 100 face-up	500 face-down
Stacking/Finishing Options	3,500 Sheet Stacker 3,500 Sheet Finisher**	3,000 Sheet Stacker 3,000 Sheet Stacker/Stapler	5-Bin Mailbox Stacker 8-Bin Mailbox Stacker 3000 Sheet Stacker/Stapler	3,000 Sheet Finisher** 1,000 Sheet Finisher** 1,000 Sheet Saddle Stitcher 7-Bin Mailbox Stacker
Media Sizes (inches)	3.5 x 5.5 to 11.7 x 17.7	3.9 x 7.5 to 11.7 x 17.7	3.9 x 7.5 to 11.7 x 17.7	3.5 x 5.8 to 11.7 x 17.7
Media Weights	16 lb – 58 lb 60 gsm – 216 gsm	16 lb – 58 lb* 60 gsm – 216 gsm*	16 lb – 53 lb* 60 gsm – 200 gsm*	16 lb – 110 lb* 60 gsm – 163 gsm*
CONNECTIVITY				
Base Connectivity	USB 2.0, Parallel	Parallel	Parallel	USB 2.0, Parallel
Network Interfaces	10/100 Base-TX Ethernet	10/100 Base-TX Ethernet	10/100 Base-TX Ethernet	10/100 Base-TX Ethernet
Embedded Web Server	CentreWare IS	Web JetAdmin	Web JetAdmin	KM NetViewer
SUPPORT				
Warranty	1 Year On-Site Xerox Total Satisfaction Guarantee	1 Year On-Site	1 Year On Site	1 or 2-Year Parts and Labor via Local Reseller
CONSUMABLES				
Toner Cartridge Yields (at 5% AC)	Toner Cartridge: 30K Drum Cartridge: up to 60K	Print Cartridge: 30K	Print Cartridge: 20K	Print Cartridge: 40K Drum Cartridge: 500K
Cost per Page (Toner + Drum)	$0.0085	$0.009	$0.010	$0.005

*This range supported from MultiPurpose Tray only: 18-28 lbs (60-105 gsm) from standard trays
**Includes stapling and hole punching (Stapled output can be routed to 2500-sheet elevator tray only.)

The Phaser 5500 beats the HP LaserJet 9000n by:

- Lower initial price
- Lower cost-per-page
- Better TCO
- Faster FPOT
- Double the memory
- Faster processor
- Superior engine life
- Higher resolution – *and at full speed!*
- Greater media capacity and flexibility
- Xerox Total Satisfaction Guarantee

The Phaser 5500 beats the HP LaserJet 8150n by:

- Faster print speed
- Faster FPOT
- Four times more memory
- Double the processor speed
- Double the duty cycle
- Higher resolution – *and at full speed!*
- Greater media capacity and flexibility

The Phaser 5500 beats the Kyocera FS-9520DN

- Lower initial price
- Double the memory
- Greater media capacity and flexibility
- Xerox Total Satisfaction Guarantee

CONFIGURATION SUMMARY

FEATURE	PHASER 5500B	PHASER 5500N	PHASER 5500 DN	PHASER 5500DT	PHASER 5500DX
Print Speed	50 ppm				
Controller	500 MHz Power PC				
Memory	128 MB				256 MB
Resolution	True 1200 dpi, 600 dpi				
Two-sided printing	Optional	Optional	Standard 50 ipm		
Paper handling	Two 500-sheet Universal Trays plus 100-sheet MPT				
1,000-sheet feeder (two additional 500-sheet Universal Trays)	Optional	Optional	Optional	Standard	
2000-sheet A4 Feeder	Optional*	Optional*	Optional*	Optional	Standard
3500-sheet Stacker				Optional	NA
3500-sheet Finisher with stapling and hole punch				Optional	Standard
Hard Disk	Optional	Optional	Optional	Optional	20 GB
Common features	Phaser Install, N-up printing, Watermarks, Cover sheets, Separation pages,Toner tracking				
Network Features	NA	Intelligent trays, Embedded Web Server, Printing Scout, Job Pipelining, Remote Printing, Email Alerts, Usage analysis tool, Job accounting			
Extended Features	Requires optional Hard Disk				Saved job printing, Personal Jobs, Booklet Printing, Secure print, proof print, direct PDF print, PhaserHD, Extended Font/Form storage
Connectivity	USB 2.0,Parallel				
	Optional	10/100BaseTX Ethernet			
Warranty	1 Year On Site, Xerox Total Satisfaction Guarantee				

*Requires the Duplexing option and the 1000-sheet Feeder be added first.

TOTAL SATISFACTION SERVICES
Help Desk Support Program

TOTAL SATISFACTION SERVICES™

DESCRIPTION	U.S. PART NUMBER	CANADIAN PART NUMBER
Extended On-Site Service (available during first 90 days of product ownership)		
2 years additional (for a total of 3 years)	5500S3	5500S3C
3 years additional (for a total of 4 years)	5500S4	5500S4C
Annual On-Site Service (available on an annual basis)	5500SA	5500SAC
Installation (training and driver installation for max of two computers)	A3INST	A3INSTC
Help Desk Service		
Core Training	HDCORE	HDCORE
Product Training for Phaser 5500	HD5500	HD5500
Annual Support Subscription	HDYEAR	HDYEAR

XEROX PHASER PRINTING MEDIA

DESCRIPTION	DETAILS	PART NUMBER
Xerox Weatherproof Paper	A/Letter (8.5 x 11 in)	103R01020
150 sheets, 27 lb/100 gsm	A4 (210 x 297 mm)	103R01021
Xerox Postcards	A/Letter (8.5 x 11 in)	103R01016
100 sheets, 4/sheet, 65 lb/176 gsm	A4 (210 x 297 mm)	103R01017
Xerox Trifold Brochures	A/Letter (8.5 x 11 in)	103R01018
150 sheets, 65 lb/176 gsm	A4 (210 x 297 mm)	103R01019

SUPPLIES AND ACCESSORIES

DESCRIPTION	DETAILS	PART NUMBER
CONSUMABLES		
Toner Cartridge	30,000 image capacity*	113R00668
Drum Cartridge	60,000 image capacity	113R00670
ROUTINE MAINTENANCE ITEMS		
Maintenance Kit	300,000 image capacity	
(Feed Rollers, Transfer Roller, Fuser)	110 V	109R00731
	220 V	109R00732
Staple pack	5,000 quantity	108R00710
OPTIONS/UPGRADES		
Flash memory		097S03724
128 MB memory card		097S03722
256 MB memory card		097S03723
1000-sheet Feeder	Two 500-sheet Universal Trays	097S03218
2000-sheet Feeder	One 2000-sheet A4 tray	097S03219
3500-sheet Stacker	3000 sheets in a paper elevator, 500 sheets in a top tray	097S03719
3500-Sheet Finisher	3000 sheets in a paper elevator, 500 sheets in a top tray, plus 50 sheet stapler and 2/4 hole punch	097S03720
	(Same with 3 hole punch)	097S03282
20 GB Hard Disk	Enables; Saved job printing, Secure print, proof print, direct PDF print, PhaserHD, Extended Font/Form	097S03725
Duplex Unit	Enables automatic two-sided printing	097S03220
Envelope Tray	50-75 capacity	097S03286
Phaser 5500B to Phaser 5500N upgrade kit	Customer installable network card	097S03726

*Based on 5% coverage

SPECIFICATIONS

PHYSICAL DIMENSIONS

	PRINTER	DUPLEX UNIT DUPLEX MODULE	DUPLEX UNIT EXIT 2	1000-SHEET FEEDER	2000-SHEET FEEDER	3500-SHEET FINISHER
Width	25.2 in. (640 mm)	2.52 in. (64 mm)	5.1 in. (130 mm)	21.3 in. (540 mm)	15.2 in. (385.5 mm)	29 in. (740 mm)
Depth	20.7 in. (525 mm)	18 in. (458 mm)	18.1 in. (460 mm)	20.5 in. (520 mm)	23.6 in. (600 mm)	25.6 in. (650 mm)
Height	19.6 in. (498 mm)	8.3 in. (211 mm)	5.6 in (142 mm)	11 in. (280 mm)	14.3 in. (363 mm)	41.3 in. (1050 mm)
Weight	90 lbs. (41 kg)	4 lbs. (1.8 kg)	4.9 lbs (2.2 Kg)	50.7 lbs. (23 kg)	62 lbs. (28 kg)	108 lbs. (49 kg)

ENVIRONMENTAL

Temperature	
Storage	32 – 95º F, 0 – 35º C
Operating	41 – 90º F, 5 – 32º C
Relative Humidity	
Storage	15% to 85%
Operating	15% to 85%

INFORMATION SOURCES

User Documentation CD_ROM (packaged with the printer)

- Setup Guide
- Quick Reference Guide
- Warranty Information
- Reference Guide

Information Pages

Can be found on the printer's front panel, within CentreWare IS, and on the Printer Driver.

Support

There is additional help available at **www.xerox.com/office/support**. You can access infoSMART Knowledge Base, the PhaserSMART remote diagnostic tool, Technical Support via email, driver downloads, and much more.

A set of Xerox links is installed in your web browser's Favorites folder when you install the printer drivers on your computer. The Troubleshooting tab in your Windows printer driver also includes useful links.

infoSMART

This is the same troubleshooting knowledge base used by Xerox Customer Support. infoSMART Knowledge Base provides solutions for printer issues such as error codes, print quality, media jams, software installation, networking, and more. Go to **www.xerox.com/office/infoSMART**.

Web Links

Xerox provides many resources to help you learn more about your Xerox printer. Use these web sites to obtain information about your printer.

Resource Links

- To link to product, supplies and service offering information, download printer drivers, view documents, and access support information: **www.xerox.com/office**
- To access the troubleshooting knowledge base used by Xerox Customer Support staff: **www.xerox.com/office/infoSMART**
- To view technical support information: **www.xerox.com/office/5500support**
- To order Xerox supplies: **www.xerox.com/office/5500supplies**
- To find your local sales and support center: **www.xerox.com/office/contacts**

Notes

Notes

Questions? Comments? Problems?

If you have any questions or issues with your evaluation printer, please contact your Xerox sales representative or the Xerox Office Printing Help Desk at:
U.S. AND CANADA 1-877-362-6567.

Or visit us on the web at: **www.xerox.com/office**

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